

ST
JOSEPH'S
HEALTH CENTRE FOUNDATION

EXPANDING OUR CAPACITY FOR EMERGENCY CARE.

Thank you for your extraordinary support!





Our community shares our vision for extraordinary care for our west-end neighbours at St. Joe's.

Thanks to our incredible donor community who believed in our vision, our 100% donor-funded Emergency Department transformation is now complete. The support from our generous donors means our west-end community can come to St. Joe's for the high-quality, timely emergency care they've always counted on, in a bigger, better space.

Our 40% larger Emergency Department meets the unique needs of all patients, with new areas for ambulatory and geriatric care, and better spaces for kids and those in crisis due to mental illness. I'm so happy sharing this update with you, I hope you enjoy reading about the expansion and many improvements you've helped make throughout the Emergency Department.

Thank you for making this extraordinary milestone possible for our families, friends, and neighbours who rely on emergency care in West Toronto.

Yours sincerely,

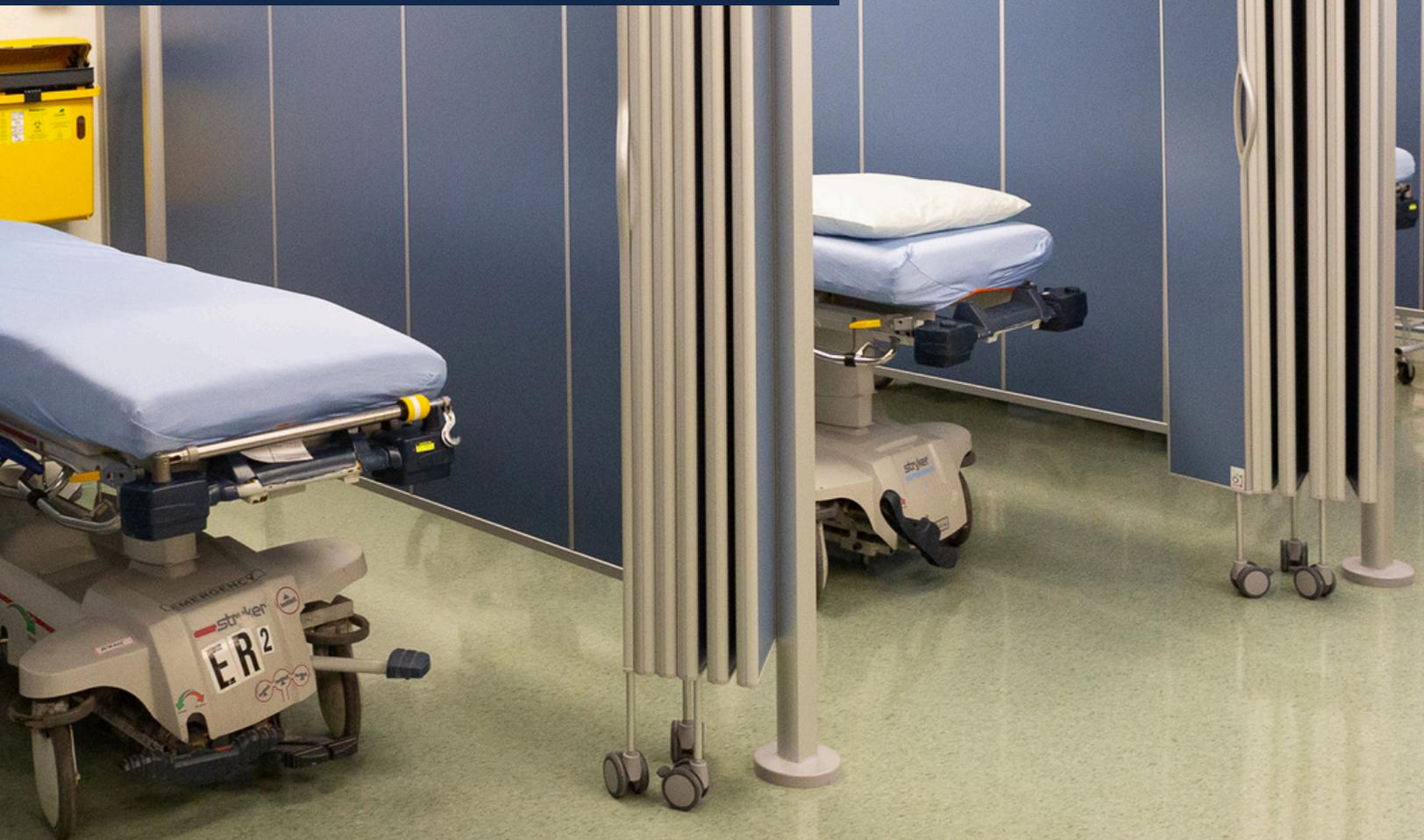


MARIA DYCK
PRESIDENT AND CEO
ST. JOSEPH'S HEALTH
CENTRE FOUNDATION

OUR CHALLENGE WAS ALWAYS SPACE.

Before your support transformed our Emergency Department, the corridors were tight, the waiting areas were small, and the rooms were narrow.

Our emergency team was seeing more than 100,000 visits each year, in a space built for 60,000. Our small footprint lacked space for large equipment and technology and private areas for personal conversations.



**YOUR SUPPORT MADE
EXTRAORDINARY HAPPEN,
ENABLING US TO:**

Expand the Emergency
Department by 40%

Open a larger Mental
Health Emergency
Services Unit

Create a new
Ambulatory Yellow Zone

Build inclusive zones
for kids and older adults

Improve the registration
area to improve the flow
of patients through the
Emergency Department

Add specially designed
screens for increased
privacy and infection
control

Explore our bigger,
better Emergency
Department at
SUPPORTSTJOES.CA



Our bigger, better Emergency Department ensures high-quality care for our west-end community, with features including more treatment bays and improved safety screens instead of traditional curtains.

YOU

Our incredible community believes in a vision of extraordinary emergency care at St. Joe's.

Thank you for helping St. Joe's keep a promise to our west-end community to ensure compassionate, high-quality emergency care in Toronto's west end.

Because you and others believe in our vision, our Emergency Department has now expanded so our healthcare teams can provide compassionate care to patients when they need it the most.



Renovations to the Mental Health Emergency Services Unit (MHESU) ensure extraordinary care for patients with mental illness or addiction who come to our Emergency Department in crisis.

2019

Our promise to improve emergency care started with the **opening of the Mental Health Emergency Services Unit (MHESU)**, a significant donor-funded project ensuring extraordinary care and support for patients with mental illness or addiction who come to our Emergency Department.

This new, expanded space has 70% more private spaces, allowing for open conversation with care providers while maintaining patient dignity. It features dedicated, calming spaces to provide specialized care for adults and young people with mental illness and improved security features, helping people feel reassured and safe while receiving care.



Your support helped our staff do whatever it took to keep the west-end community safe during the COVID-19 pandemic.

2020

When the pandemic hit, St. Joe's quickly reconfigured and expanded areas of the hospital to keep patients and staff safe. Staff in the Health Records department started working virtually, and plans to expand the Emergency Department into that space accelerated **to increase the footprint by 40%**.

To keep patients safe, we created zones in our Emergency Department to separate COVID and non-COVID areas. Priorities included improving the flow of patient care, investing in our labs for faster test results, and incorporating additional safety features like partitions to ensure distancing between patients.

Your support helped us do whatever it took to keep the west-end community safe, while continuing to provide the expected compassionate, quality care.

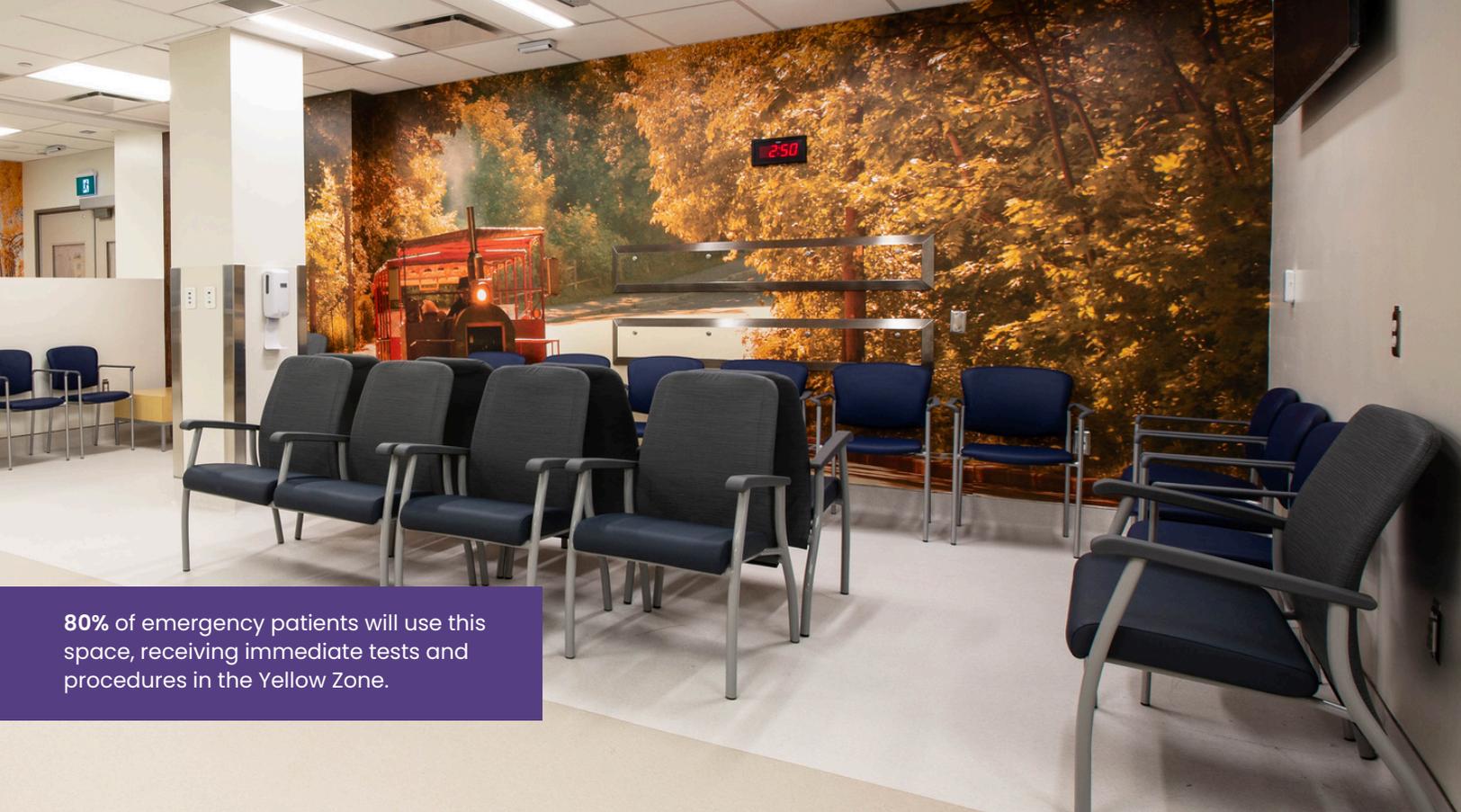


Old areas of the hospital—including the old Health Records Department—were demolished, making room for the expanded Emergency Department.

2021

Thanks to the donor support, we started demolishing old areas to make room for the first phase of the Emergency Department redevelopment, **a new Ambulatory Zone**. St. Joe's expanded Emergency Department was built in three phases, ensuring that 24/7 emergency care did not stop. Plans for this first phase of redevelopment included:

- **Increasing** the number of treatment bays to maintain social distancing
- **Adding** isolation rooms to ensure the best possible infection control
- **Building** a private room for family consultation with our teams
- **Creating** newly designed follow-up areas to ensure people are distanced with proper partitions and other features to keep everyone safe
- **Purchasing** new technology to avoid moving patients for imaging tests



80% of emergency patients will use this space, receiving immediate tests and procedures in the Yellow Zone.

The new, spacious Yellow Zone increases our capacity to provide high-quality care in a space that is modern, comfortable, and safe.

2022

The Yellow Zone—Ambulatory Care Zone—was the first redeveloped zone to open, with 12 more patient treatment spaces, including two private patient rooms, two negative pressure rooms, and seven stretcher bays. This new area also has its own team station, new standing workstations, a charting area, and medication room.

The new, spacious Yellow Zone is making a significant difference for our patients and the emergency team, enabling us to accommodate the growing number of people who rely on St. Joe's for emergency care. 80% of emergency patients will receive immediate tests and procedures in the Yellow Zone.

Donor support helped increase our capacity to provide high-quality care expected at St. Joe's, in a space that is modern, comfortable, and safe.



Patient rooms in the Red Zone feature advanced technology and equipment so our teams can respond quickly to patients who need life-saving care.

2023

An improved Resuscitation Centre—called the Red Zone opened in 2023, the second phase of the Emergency Department redevelopment. The Red Zone is a dedicated space with advanced technology and equipment so our teams can respond quickly to patients who need immediate, life-saving care.

Features of the Red Zone include an airborne isolation room with negative pressure and a quiet area for family members so they have greater privacy during an emotional time. The new space is also designed to improve communications between the emergency team so everyone in the zone can see directly to the patient rooms for 24/7 monitoring.



In its first three months, the AIM Clinic provided rapid assessment and treatment to **527 patients**, diverting hospital admissions for **69%** of clinic patients.

The team at the AIM Clinic work together to provide timely, high-quality care to patients referred from the Emergency Department.

2024

In January 2024, the final and largest phase—Phase Three—of the Emergency Department redevelopment kicked off, starting with the opening of **The Acute Internal Medicine (AIM) Clinic—known as the Orange Zone.**

The AIM Clinic helps patients receive the care they need while avoiding unnecessary hospital admissions. Emergency Department patients who need urgent reassessment, but do not need to wait at the hospital—such as patients waiting for test results—may be referred to the AIM Clinic. They are then able to go home, instead of waiting in the Emergency Department, and follow-up with a physician within 72 hours.



Upon arriving at St. Joe's Emergency Department, patients are greeted by an improved registration and triage area, designed with privacy, safety, and comfort in mind.

The main entrance to our Emergency Department features an improved registration area to support timely care, and a renovated welcome centre with new furnishings ensuring patients are more comfortable while waiting.

Past the main entrance, donor support enabled the redevelopment of the **Main Emergency Zone—the Blue Zone** in Spring 2024. This improved area includes new partitioned screens between patients instead of traditional curtains, three enclosed rooms for greater privacy, and improved lighting throughout.



Bright colours, comfortable seating, and interactive games in the Kids' Zone ensure our younger patients feel more at ease while waiting.

The Children's Emergency—the Rainbow Zone—was refreshed. More than 14,000 children and their families visit St. Joe's each year for emergency care, and this space provides a dedicated area for kids and adolescents.

The Kids' Zone is bright, with a large rainbow mural, and comfortable, flexible seating ensuring our younger patients feel more at ease. New interactive games help occupy kids, distracting from the pain or worry they may feel while waiting for tests or to be treated by emergency doctors.



The Green Zone is designed to help seniors feel comfortable and safe while visiting our Emergency Department.

Thanks to extraordinary generosity, St. Joe's created the **Green Zone**—a new compassionate space for older adults that opened in Fall 2024. Among the first of its kind in Canada, the space is designed to help seniors feel more comfortable and safe while they are there.

Features of the space include accessible railings and grab bars in each room and along the hallway to reduce falls, anti-slip floors, and wider rooms and bathrooms to fit walking aids. The rooms are large enough for family members, support people, physicians, nurses, occupational therapists, social workers, and anyone else to give older adults the full range of care they need.



*Thanks to our generous donors, the improved
Emergency Department features bigger, better spaces
—like comfortable, calming waiting areas—throughout.*

TODAY

Because of you...

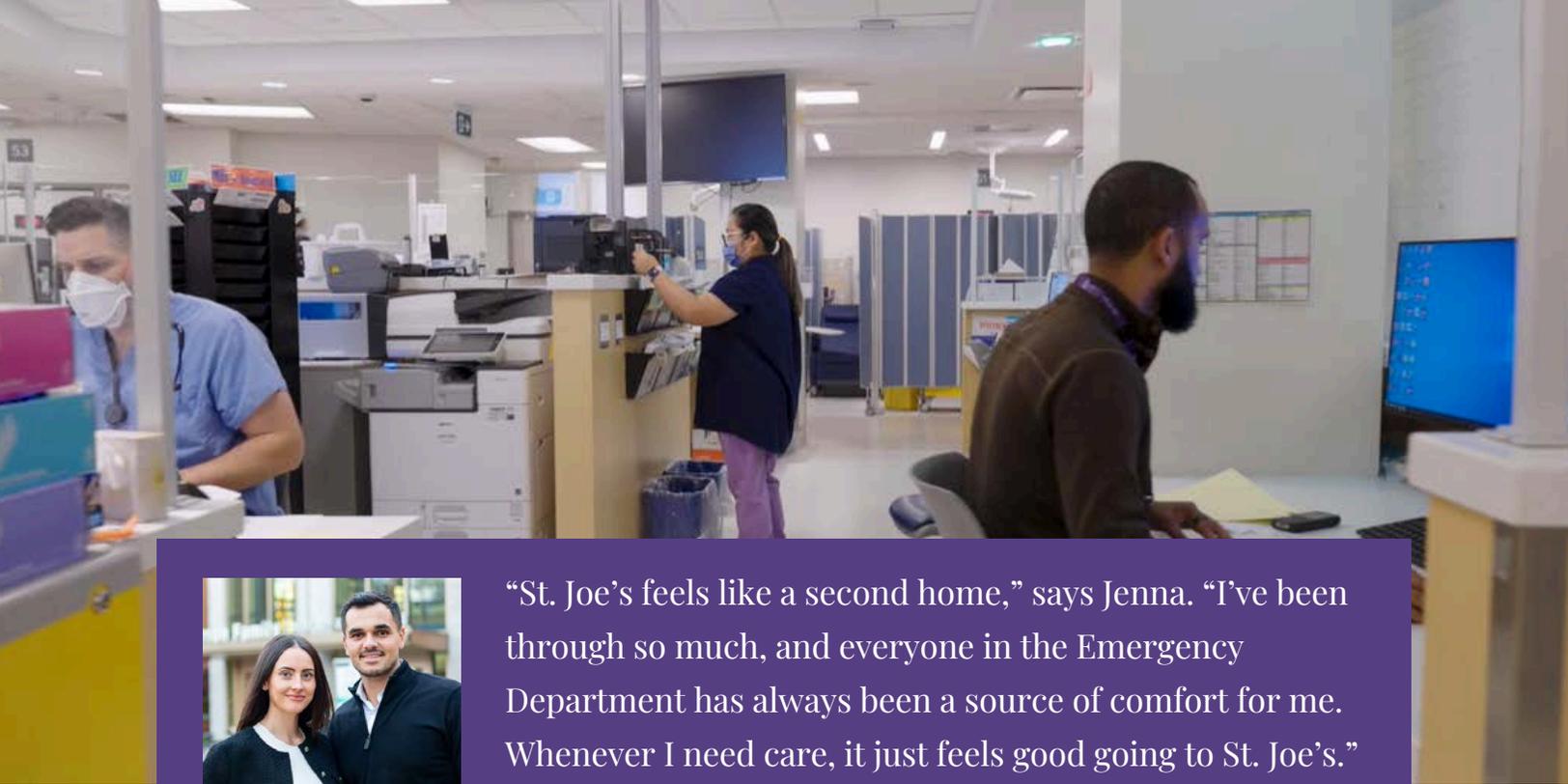
Patients coming to our Emergency Department are receiving the high-quality, timely care they've always counted on in bigger and better spaces.

Every phase of this redevelopment has been a significant milestone and is only possible thanks to the generosity of you and others who wanted to help ensure the best experiences for our patients.



THANK YOU FOR MAKING
EXTRAORDINARY HAPPEN
FOR YOUR COMMUNITY
AT ST. JOE'S.





“St. Joe’s feels like a second home,” says Jenna. “I’ve been through so much, and everyone in the Emergency Department has always been a source of comfort for me. Whenever I need care, it just feels good going to St. Joe’s.”

JENNA CAMPEA,
Grateful Patient and Donor

Jenna has gone to St. Joe’s during some of the most challenging moments of her life. Over the years, she has leaned on who she calls “the most sympathetic” physicians, nurses, and staff to guide her through heartbreaking miscarriages.

It was the fifth week of her pregnancy when Jenna miscarried for the first time. “I had cramping that didn’t feel normal, so it felt reassuring to be at the hospital,” she says. “And even though the doctors and staff are always busy in the Emergency Department, they acknowledged what I was going through. They are caring and sympathetic and supported me by making sure I was fine before I went home.”

Jenna miscarried a second time and she chose to go to St. Joe’s again. “This time, I had severe blood loss and almost went into cardiac arrest,” she says. “After two blood transfusions and an emergency D&C,—a dilation and curettage procedure removing tissue from the uterus to prevent infection and bleeding—”I stayed at St. Joe’s overnight. I was so scared, but they made me feel as comfortable as possible—even giving me a

private room away from new mothers with their babies to respect my feelings at the time.”

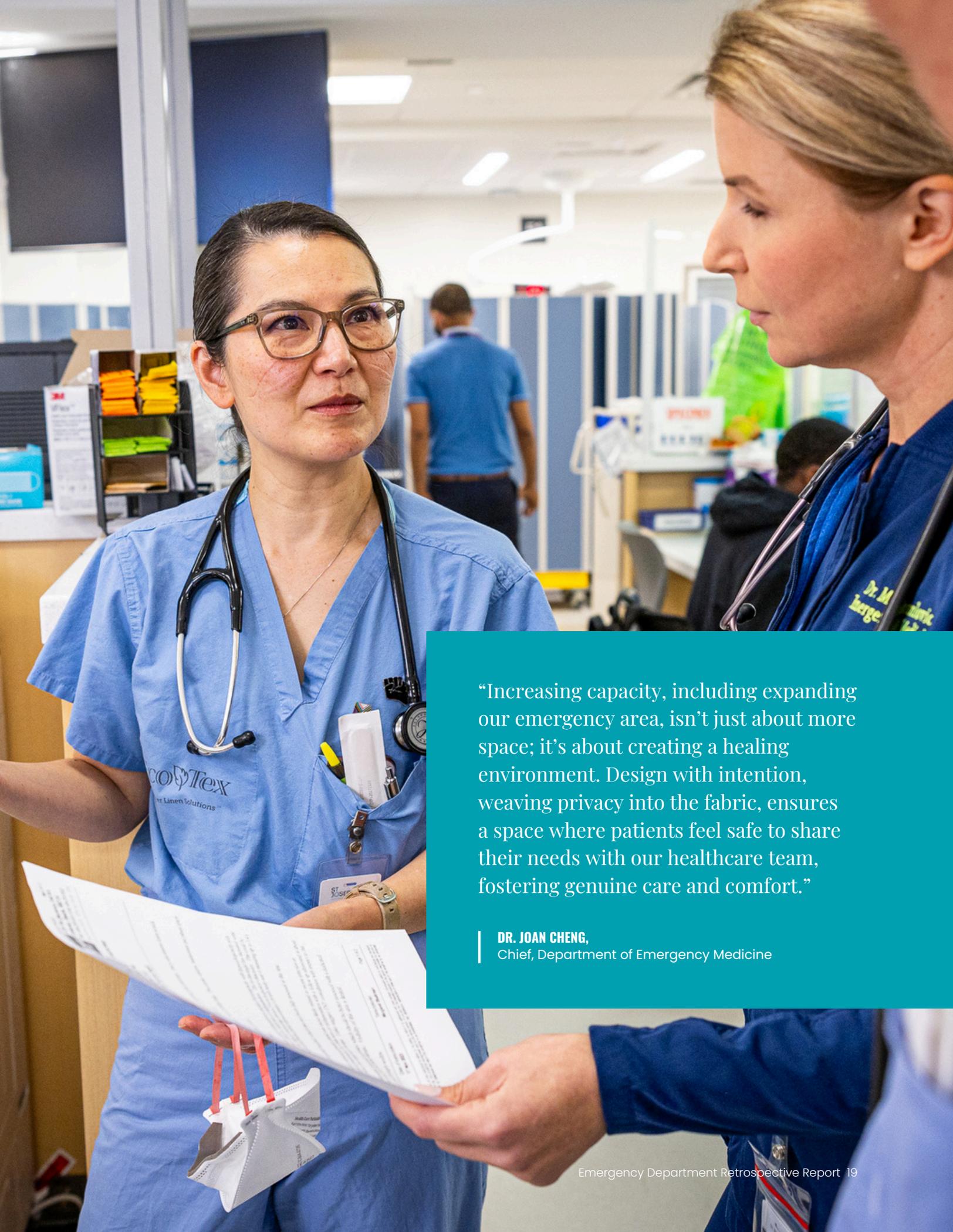
Today, Jenna is doing fine and is grateful to be healthy as an expectant mom. “I feel so safe at St. Joe’s, and I always know I am in the right hands. And now I will be coming back to have my baby here.”

Toronto’s west-end is home to many young families—like Jenna’s, a growing number of seniors, people who are vulnerable due to multiple health issues, and a high concentration of people with mental illness.

Through it all, St. Joe’s is on the front lines, bringing together multiple health professionals across different disciplines to meet the needs of a community that visits the Emergency Department more than 100,000 times every year.

Now, because of you, our community receives care in bigger, better Emergency Department.

Your impact is extraordinary.



“Increasing capacity, including expanding our emergency area, isn’t just about more space; it’s about creating a healing environment. Design with intention, weaving privacy into the fabric, ensures a space where patients feel safe to share their needs with our healthcare team, fostering genuine care and comfort.”

DR. JOAN CHENG,
Chief, Department of Emergency Medicine



“St. Joe’s has one of the busiest emergency departments in the city and we need to keep pace with the growing population in Toronto’s west end. Our patients deserve that, and so do our physicians and staff. ”

DR. TIM RUTLEDGE

President & CEO, Unity Health Toronto

IN OUR EMERGENCY DEPARTMENT, CARE DOES NOT STOP.

Our Emergency Department is our front door. It's where our neighbours come for around-the-clock care when they need it most. On average, St. Joe's has more than 100,000 visits annually, making it among the busiest emergency departments in the GTA.

500,000+

The number of people living in our west-end community

100,000+

The number of people who come to St. Joe's for emergency care each year

15,000+

The number of people over the age of 65 who come to the Emergency Department each year

14,000+

The number of children who come to St. Joe's for emergency care each year

6,600+

The number of emergency visits from people seeking mental health and addiction care each year

AND NOW, BECAUSE OF YOU,

We have a bigger, better Emergency Department to provide high-quality, compassionate care for our west-end neighbours



A Proud Member of Unity Health Toronto

Our role within the Unity Health Network enables us to redefine what it means to be an academic community hospital.

By joining a community academic hospital with an academic health sciences centre and a long-term care and rehabilitation facility, Unity Health Toronto has created a first-of-its-kind network. Together, we are identifying challenges and getting treatments to patients in new ways, faster, leveraging the insights for all. Collaborating with our sister hospitals St. Michael's and Providence Healthcare, St. Joe's is working to dramatically shorten the time it takes for innovative solutions to go from research discovery to patient benefit.

**ST
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